

National Network of Libraries of Medicine  
Pacific Northwest Region 6

Quarterly Report, Contract Period 2006-2011

Year 2 Quarter 3

November 2007 -- January 2008

University of Washington

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*Expanding Digital Library Services to Public Health Professionals in Western Washington  
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*Web-Based Immunization Information Resource Library  
Mary Alice Gillispie Healthy Roads Media, Bozeman MT*

## **Executive summary**

In this quarter, RML student interns, Nikki Dettmar and Ann Glusker, completed internship assignments for the RML.

Ms. Dettmar analyzed use of HealthInfoquest - <http://nnlm.gov/archive/healthinfoquest/> and reported her findings at a Consumer Health Coordinators' conference call. The most highly used portions of the site have to do with the health reference interview. It is suggested that these portions be moved to other more robust NN/LM resources such as the Consumer Health Manual and the Community Partners page.

Ms. Dettmar also updated the State Pages for each of the 5 states in the NN/LM PNR on the PNR website, with input and feedback from the Resource Libraries in each of the states.

Ms. Glusker converted an in-person class that Gail Kouame had taught for parish nurses and health ministers into an online course using Moodle – a course management software package hosted by NN/LM. Ms. Glusker also attended the American Public Health Association annual conference on a Sewell stipend. She chose to shadow NN/LM staff member Michelle Malizia at the conference and also helped staff the NLM exhibit.

Mr. Sahali and Ms. Kouame continued to advance RML outreach strategies for partnerships with State Libraries. Ms. Kouame worked with State Libraries in 3 of our 5 assigned states to provide training and support of State-Library hosted events such as a statewide health fair in Montana and "First Tuesdays" for Washington State small rural libraries. Mr. Sahali initiated partnering activities with Idaho Commission For Libraries.

The Idaho State University's (ISU) "Outreach Program to Underserved Speech Language Pathologists and Audiologists in Southeastern Idaho" subcontract grew from an excellent assessment of needs, skills, and interests of practitioners in Idaho (based on a previous planning award). The findings have informed the outreach classes about evidence-based practice and a summary of the project has been presented at professional library and speech and hearing conferences. In addition, the ISU project librarian joined Linda Milgrom to exhibit at the national American Speech Hearing Language Association meeting. We are awaiting confirmation that the project will also be presented at the Idaho-Montana-Utah chapter of ASHA in September 2008 and at the national ASHA meeting in November 2008.

In November Ms. Milgrom presented an update to regional network members about My NCBI via webconference (Adobe Connect). Approximately 50 searchers from around the region and beyond participated.

A new type of award was announced, called the Medical Library Impact Award. Applications are due February 15, 2008.

Valerie Lawrence joined the RML on a temporary, part-time basis as Acting Resource Sharing Coordinator. She will be working on ways to support traditional and new forms of resource sharing by Network members. Under separate funding, she will also hold a part-time position to develop an online clinical information resource (called HEAL-WA), to provide selected online evidence-based resources for licensed health care professionals in Washington state, beginning January 2009. Ms. Lawrence will assist with contract negotiation, resources identification and selection, development of resource training modules for librarians and health professionals and communications with stakeholders including state health department staff, health librarians and other health professionals throughout the State.

## Network infrastructure

TABLE 1. Quarterly infrastructure data

	<b>Current quarter</b>	<b>Previous quarter</b>
Network members – full	151	149
Network members – affiliate	150	141
Libraries providing services to unaffiliated health professionals	98 (65%)*	98 (66%)*
Libraries providing services to public users	111 (74%)*	110 (74%)*
Average fill rate for resource libraries	84%	88.2%

\* Include in parentheses the percentage of full Network member members providing services to unaffiliated health professionals and public users. This can be computed as:

% providing services = (count of libraries providing services)/(count of full Network members)

### Regional Advisory Committee (RAC) activities

No activities this quarter.

### Needs assessment and evaluation activities/data

In November M. Blake created, sent out and analyzed the results of the annual Pacific Northwest Chapter of the Medical Library Association (PNC/MLA) and NN/LM PNR Joint Continuing Education Assessment. SurveyMonkey was used to administer the assessment. The results were used to develop and to select continuing education opportunities in the region for the coming year.

## Outreach

TABLE 2. All newly funded awards and projects

<b>Start/ end dates</b>	<b>Title of award/ project</b>	<b>PI institution</b>	<b>PI last name</b>	<b>Funding amount</b>	<b>Project type*</b>
04/05	Central Peninsula Health Fair	Kenai Community Lib	Neiderhauser	500	Mini-exhibit
10/11	Project Connect	Central Oregon Project Homeless Connect	Pasko	500	Mini-exhibit
2/01 5/30	Improving Health Literacy in King County's Immigrant and Refugee Community	Literacy Source	Olson	2000	Express Planning

\*Suggested project type values: outreach project, express award, exhibit award, technology improvement award, library improvement award, Internet connectivity award, information technology/policy awareness conference, other (please specify)

Update of ongoing major projects (funded at ≥ \$15,000)

### **Expanding Digital Library Services to Public Health Professionals in Western Washington, Public Health Seattle & King County**

During the quarter, the project librarian began providing Digital Library services to two new partners, Cowlitz County Public Health and the Public Health Laboratories in Shoreline, WA. Article requests from the original partners (Assessment Operations Group at the Washington State Dept of Health, Clark County Public Health, and Snohomish Health District) continued to increase. In lieu of onsite training for Cowlitz personnel who were unable to attend the training session last quarter, staff were invited to use Digital Library services via email and a tailored PowerPoint presentation. Onsite training was provided for the Public Health Laboratories staff, and NLM promotional materials were distributed.

### **Information RX for Cascade County, Great Falls Public Library, Great Falls MT**

This project continued to move forward. CCHD and GF Clinic continue to distribute Prescriptions for Information. They are having varying levels of participation and another evaluation survey will be done this next quarter. All of the public access computers are up and running. Posters and bookmarks promoting Rx for Information were ordered from the Information Rx Store. Posters are now displayed around the computers at the CCHD and the GF Clinic. They are also posted in most CCHD exam rooms. Project staff worked with the local newspaper to run an article on the project. They started planning for a Health Fair to be held at the library in April and for class on Accessing Health Information also to be held in April. Electronic health materials continue to check-out. Project staff partnered with local experts to hold a class on "Community Herbalism and Health."

### **Web-Based Immunization Information Resource Library, Healthy Roads Media, Bozeman MT**

This outreach project completed its activities and evaluation and submitted a final report. The major accomplishments of the project included the production of English and Spanish Vaccine Information Statement (VIS) content on Chickenpox, DPaT, Hepatitis A, Hib, MMR, Live Influenza, Pneumococcal polysaccharide, Td, and Polio vaccines into three formats in addition to the written (PDF) handouts produced by the CDC. These included audio (MP3), multimedia (EXE) and web-based video. The free dissemination of these materials via the web resulted in over 36,000 files being accessed/disseminated during the project period. Their continued availability after the end of the project period is providing, on average, 860 files each week.

A second major accomplishment is the development of new and strengthening of existing partnerships. One of these partnerships was with the Virginia Department of Health. This partnership was able to build upon the efforts in this project to create additional vaccine information materials in six additional languages. A second effort which was built upon the project was the development of iPod video versions. This format accounts for about 20% of total access/downloads for eight vaccines and over 40% of two others (MMR and polio). This indicates that further exploration to understand the usefulness of this format to disseminate health information to vulnerable populations is warranted. The third accomplishment was to gain more understanding of the challenges of implementing patient education efforts in complex, busy clinical settings and the need to be flexible in adjusting project activities.

TABLE 3. Presentations and training provided by RML staff

<b>Date</b>	<b>Last name of staff responsible</b>	<b>Title of presentation/training</b>	<b>Location (city, state)</b>	<b>Number of participants</b>	<b>In-person or distance education</b>
11/06	Kouame	"First Tuesday" call for rural public libraries in Washington	Phone	14	Distance ed
11/07	Milgrom	RML Rendezvous: PubMed and My NCBI	Seattle	50	Distance
11/08	Blake	Evidence-based Resources from NLM	Seattle, WA	12	In person
11/15	Blake	Evidence-based Resources from NLM	Seattle, WA	14	In person
12/07	Milgrom	PubMed and MedlinePlus	Seattle (Verbena)	3	In-person
01/15	Milgrom	PubMed and MedlinePlus	Seattle (Verbena)	2	In-person
01/31	Kouame	Health Sciences Information Needs, Resources, and Environment – iSchool lecturer at UW	Seattle, WA	10	In-person
11/14	Sahali	Community Choice PHCO/North Central Regional Libraries---Demo live/web (general)	Wenatchee, WA	25-30	In Person
11/11	Sahali	Food Safety Small farm School, Jefferson County Extension. info/resources demo live/web	Port Townsend	20	In Person
11/05	Sahali	Prostate Cancer Men's Group sponsored by the Center for Multicultural Health, Demo live/web	Seattle	15	In Person
12/06	Sahali	8:30-3:30PM Food and Farm Workshop Eliot Coleman- the Organic Farmer Fort Worden Commons	Port Townsend	50	In Person

TABLE 4. Exhibits. Note that separate exhibit reports should not be included with the RML quarterly report.

<b>Dates</b>	<b>Organization name</b>	<b>Meeting name</b>	<b>Location (city, state)</b>
<b>RML NATIONAL EXHIBITS</b>			
11/14-11/17	Amer Speech Hearing Language Assn	Annual Mtg	Boston, MA
<b>RML REGIONAL/STATE/LOCAL EXHIBITS</b>			
Jan 25-26	NW Regional Primary Care Association	Western Migrant Stream Forum	Spokane, WA
	Alaska Library Assoc	Annual Mtg	Fairbanks, AK
<b>SUBCONTRACTED NATIONAL EXHIBITS</b>			
<b>SUBCONTRACTED REGIONAL/STATE/LOCAL EXHIBITS</b>			

Actionable feedback received from exhibit visitors

None this quarter

MedlinePlus Go Local

Oregon Health and Science University was informed of approval of the their Go Local proposal on November 13<sup>th</sup> – Period of performance will be Feb, 15 2008 – February 14, 2009

## Other staff activities

TABLE 5. Publications and resources developed by RML staff

Date completed/ published	Last name of staff responsible	Title	Medium (e.g., journal article, newsletter article, brochure, online tutorial)	Submitted to Clearinghouse ("yes" or "out of scope")
		None this quarter		
October through January	R. Sahali	continued to advance RML outreach strategies for partnerships with State Libraries. Partnering activities are being discussed with Idaho Commission For Libraries.		
November and December	M. Blake and L. Milgrom	attended meetings of HEAL-WA committee, support for project funded by Washington State Legislature to develop a portal to resources for evidence-based practice for most licensed health professionals in the State.		
November through January Ongoing	M. Blake	attended teleconferences and meetings of the PNC/MLA Professional Development Committee in planning for the PNC/MLA Continuing Education Days in October 2009.		
Ongoing	G. Kouame	is serving on planning committee for traveling exhibit – "Changing the Face of Medicine" scheduled to be at UW in Oct/Nov 2008		
Ongoing	G. Kouame	is serving on Consumer Engagement Team for the Puget Sound Health Alliance - <a href="http://www.pugetsoundhealthalliance.org/">http://www.pugetsoundhealthalliance.org/</a> - participate in the Health Literacy subcommittee of the Team		
11/15	R. Sahali	did a phone consultation and resources demonstration with Roz Jenkins at the Commission on African American Affairs		
11/20	M. Blake	hosted the Medical Library Association webcast "Scholarly Publishing and Open Access" in Seattle, WA and 17 people attended. The RML also sponsored the webcast in three other locations around the region: Spokane, WA, Boise, ID and Portland, OR.		
11/20	L. Milgrom	met with staff at University of Washington Center for Public Health Nutrition to monitor progress with current express outreach award. Discussed possible new project to extend this work to other school districts and link materials to statewide Healthy Schools initiative.		
11/21	L. Milgrom	hosted Briana Olson (Literacy Source, Seattle) at the RML and discussed outreach funding options for consumer health information and health literacy efforts in immigrant communities. Briana followed up with a proposal for an assessment and planning award.		
11/26	L. Milgrom, C. Burroughs, V. Lawrence, and M. Blake	attended a meeting at Washington State Medical Association, Seattle, to begin development of a web-based tool to assess patterns of information use and interest in training on use of NLM resources.		



11/28	L. Milgrom made a brief phone introduction to Margaret Guilbeau, new librarian at Valley Medical Center, Renton, WA
11/29	P. Devine attended an advanced Dreamweaver class to learn new techniques for editing the PNR web site.
11/29	P. Devine provided DOCLINE consultation on how to set up routing tables with three members of St. John's Medical Center Library in Longview, WA via teleconference.
12/04	G. Kouame and C. Burroughs attended "Big 5 of Supervision" training through UW Libraries.
12/05	L. Milgrom made a site visit to Ann Madhavan, librarian at Public Health Seattle & King Co, to discuss progress with their outreach subcontract, reporting requirements, and ways to promote services in other counties.
12/05	Student intern, Nikki Dettmar, completed her internship with G. Kouame.
12/07	G. Kouame met with Judith Bendersky, Consumer Health Advisory Committee member, who was visiting Seattle from Alaska. Updated her about RAC activities as she was unable to attend the in-person meeting earlier in the year.
12/12	P. Devine attended a Camtasia training session at the UW Health Sciences Library.
12/14	G. Kouame participated in Disaster Preparedness training provided through WESTPAS - <a href="http://westpas.org/">http://westpas.org/</a>
12/17	P. Devine provided information on library groups to the new library at the Veteran's Hospital Library in Seattle, WA.
January and ongoing	V. Lawrence chaired meetings of the Electronic Health Records Forum committee. The forum will be presented in October at the PNC/MLA Continuing Education Days. Other members of the committee are M. Blake, P. Devine, and C. Burroughs.
01/03	P. Devine had initial consultation with Columbia Basin Community College Library in Pasco, WA about joining DOCLINE.
01/04	P. Devine spoke with administration staff at Skagit Valley Hospital Library in Mt. Vernon, WA regarding DOCLINE requirements after the departure of their librarian.
01/08	G. Kouame began serving as supervisor for A. Aldrich, Technology Outreach Coordinator
01/08	V. Lawrence completed development of a needs assessment survey for the Washington State Medical Association, to determine training needs of Washington physicians on NLM resources
01/09	M. Blake and L. Milgrom made a Site visit and had a discussion with Bruce Gray, CEO of Northwest Regional Primary Care Association, Seattle. Had exhibited at their annual meeting and wanted to explore possible training opportunities with NWRPCA members (federally qualified clinics throughout our region). We agreed to meet again, next time at the RML office so other staff could be included.
01/14	V. Lawrence participated with C. Burroughs in a conference call with Melissa McBurney of Columbia Basin College to discuss various options for access to health and medical resources for the college

01/15	V. Lawrence and M. Blake made a site visit to Michelle Goodwin of Northwest Hospital to discuss the electronic hospital librarianship model she and her institution have initiated
01/15	V. Lawrence updated and revised the DOCLINE section of the Network Member Survey, expanding on work done by Andrea Ryce and incorporating additional data.
01/15	V. Lawrence began early planning of a class to offer to the region's health sciences librarians about librarians' potential roles and involvement in their institutions' electronic medical records systems. Chair of the planning committee, with members C. Burroughs, M. Blake, and P. Devine.
01/15	R. Sahali provided consultation by phone to Stacy Nelson-Kumar, United Way, Treasure Valley, ID
01/16	RML Staff attended GLBTQ Cultural Competence Training provided by Verbena to become familiar with activities of one of the region's community-based organization members
01/16	V. Lawrence Joined Changing the Face of Medicine committee, a UW committee formed to manage the events surrounding the NLM exhibit when it appears at the University of Washington in October and November 2008
01/17	P. Devine began discussion with Rogue Valley Medical Center Library in Medford, OR about entering their holdings into SERHOLD with the goal of becoming a DOCLINE library.
01/22	G. Kouame made a site visit with A. Aldrich to Group Health Hospital. A. Aldrich wanted to get more familiar with clinical library environment
01/23	G. Kouame made a site visit with A. Aldrich to Northwest Hospital to familiarize A. Aldrich with clinical library environments.
01/24	G. Kouame made a site visit with R. Sahali to Whitworth University Center for Faith and Learning to discuss possible funding proposal.
01/24	G. Kouame made a site visit with R. Sahali to Spokane Tribal College Library.
01/25	G. Kouame met with R. Sahali and George McAlister of the Spokane County Medical Society to discuss web portal site and possible collaboration with Project Access and tie-in to Go Local
01/25	V. Lawrence made a site visit to Pam Miles of the Alcohol and Drug Abuse Institute to update her on RML availability and find out the current status of their activities